

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

IN RE: NEW ENGLAND GAS COMPANY
SERVICE QUALITY PROGRAM

DOCKET NO. 3476

NOTICE OF PUBLIC HEARING

Pursuant to the provisions of Sections 39-1-1, 39-1-38, 39-2-1 and 39-3-11 of the General Laws, as amended, the Public Utilities Commission ("Commission") will conduct a hearing on **Thursday, February 27, 2003 at 10:00 AM** in the first-floor hearing room of the Public Utilities Commission, 89 Jefferson Boulevard, Warwick, Rhode Island. The hearing may continue thereafter from day to day and time to time as required.

In this docket, the Commission will examine the propriety of a filing made by the New England Gas Company ("Company") seeking approval to implement a Service Quality Program ("SQP") designed to measure and monitor the performance of the Company to ensure that a high level of quality service is provided to its customers. The SQP objective is to maintain or improve the Company's service quality, safety and reliability to its customers. It establishes service-quality benchmarks and incorporates a Performance Mechanism that creates a penalty and incentive offset structure that is positive for the Company's customers. The Commission may adopt, modify the Company's proposal or approve a different plan than that proposed by New England Gas Company.

The proposal is on file for examination at the Commission's office and at the office of the New England Gas Company, 100 Weybosset Street, Providence, Rhode Island. The docket can also be viewed on line at www.ripuc.org/docket/3476page.html.

Reference is made to Chapters 39-1, 39-3 and 42-35 of the Rhode Island General Laws; specifically Sections 39-1-7, 39-1-8, 39-1-11, 39-1-12, 39-1-16, 39-1-18, 39-1-20, 42-35-8 and 42-35-10.

THE PUBLIC UTILITIES COMMISSION IS ACCESSIBLE TO THE HANDICAPPED. INDIVIDUALS REQUESTING INTERPRETER SERVICES FOR THE HEARING AND SPEECH IMPAIRED MUST NOTIFY THE COMMISSION CLERK'S OFFICE AT 941-4500, SEVENTY-TWO HOURS IN ADVANCE OF HEARING DATE.

Luly E. Massaro
Commission Clerk
February 17, 2003